

## **A FLEXIBLE APPROACH TO WIND ENERGY INSURANCE**

At Royal Sundaram, we approach this market with our extensive expertise in the Wind Energy Insurance and our ability to respond quickly to market needs and the strength to launch innovative products and services to meet your insurance requirements.

We bring to our customers the most current solutions and skills through our Global network to the extent possible and whether it is coverage ideas, underwriting techniques or claims experience- the essence is the same, we offer unparalleled value, raise and exceed expectations and be passionate about our customers.

We are committed to providing value in every aspect of the products and services we sell, redefining the standards in our chosen markets.

Internationally our parent Group has been a pioneer in the Insurance of energy risks. Apart from providing insurance cover to traditional power generation sector we also provide protection to the most recent forms of non-conventional energy generation facilities like wind turbines. Today, our parent company in Denmark, Germany and UK in particular, is a leader in this field. To bring about the benefit of these experience to our clients in India, we have designed an inventive product tailored to respond to the needs of Wind energy generators requiring professional and technical insurance solutions.

## **WIND ENERGY COMBINED INSURANCE**

Insurance for owners & manufacturers of Wind Turbines

It is a coverage for Wind Turbine generators once put into regular operations, which would otherwise be covered under various distinct, complex policies.

What is protected?

Wind turbines generators including towers, foundations, and other trade equipment including computer installations used for controlling the wind turbines, interconnecting cables between the wind turbines upto the public grid.

What are the options?

Coverage for:

Physical damage

Business interruption

Public Liability

What cover is provided for Physical damage?

Fire & explosion

Riot, strike and malicious damage

Impact damage by rail/road vehicle/animal

Flood/inundation, Storm/Tempest/Hurricane/Typhoon/Cyclone

Landslide/Rockslide/Subsidence Electrical & mechanical breakdown Accidental damage

Theft, Burglary

What cover is provided for Business Interruption?

Loss resulting from interruption of your business due to physical damage covered under this insurance which results in

Reduction in turnover

Increase in cost of working

What cover is provided for Public Liability?

Your legal liability to pay, including all costs, fees and expenses incurred on account of

- accidental bodily injury to third parties

- accidental loss or damage to property belonging to third parties

### **What are the exclusions under the policy?**

The insurance provided by Section 1 does not cover

- 1) A) Damage to any Property caused by
  - a. any fault or defect in design plan materials or specification.
  - b. inherent vice latent defect frost or change in water table level
  - c. faulty or defective workmanship
  - d. failure to adequately maintain the Property by the Insured Except any loss or damage caused by fire
- B) Damage caused to any item of property resulting from its undergoing any process of testing
- C) the cost of remedying



- i) wear and tear or gradual deterioration whether by wasting grooving rust corrosion erosion or otherwise
  - ii) gradually developing defects flaws deformation distortion cracks or partial fractures
  - iii) loose parts or defective joints or seams
  - iv) scratching of painted or polished surfaces
  - v) damage to ropes unless resulting in complete severance
  - vi) damage to rubber types non-metallic protective linings batteries flexible pipes or hoses and driving or conveyor belts unless forming part of other damage for which indemnity is provided by this Insurance
  - vii) damage consisting of or caused by any form of corrosion or erosion howsoever the same may arise rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring vermin or insects
  - viii) change in temperature color flavor texture or finish
- D) Damage caused by pollution or contamination
- E) Damage caused by
- a. subsidence ground heave or landslip
  - b. occurring as a result of the construction demolition structural alteration or structural repair of any property at the Location
  - c. commencing prior to the granting of cover under this Section of the Insurance.
  - d. normal settlement or bedding down of new structures.
- 4) Damage
- i) caused by errors or omissions which had occurred during the Erection Period and which were or should have been known to the Insured.
  - ii) for which a manufacturer repairer supplier or carrier shall be liable according to contractual agreement, guarantee or warranty irrespective of whether the party liable shall meet the obligations
  - iii) to exchangeable or detachable equipment and appliances or parts requiring renewal in the normal course of operation.
- 5) The first amount of each and every loss shown in Section 1 of the Schedule as Excess.
- 6) loss of use of any property, liquidated damages, penalties from delay, detention, guarantees of performance or efficiency or any other consequential loss whatsoever incurred by the Insured.
- 7) loss or damage of the insured property or any part thereof revealed only by the making of a routine inventory or stock taking unless identifiable with a specific Occurrence.

- 8) the cost of any alterations, improvements or overhauls shall not be recoverable under this Policy.

#### **What is the duration of the policy?**

The policy will be issued for a maximum period of one year.

#### **What is the procedure for cancellation of the policy?**

- a. You can cancel this Policy at any time during the policy period by informing the Company.
- b. We can cancel the Policy only on the grounds of established fraud, by giving minimum notice of 7 days to the insured.

The Company shall refund proportion premium for unexpired policy period subject to no claim(s) made during the policy period.

#### **What is the Claims procedure?**

##### **Claim intimation:**

- Call – 1860 258 0000 / 1860-425-0000
- Write to—[care@royalsundaram.in](mailto:care@royalsundaram.in)
- Visit – [www.royalsundaram.in](http://www.royalsundaram.in)
- Walk-in to any of our Royal Sundaram offices

**Submission:**

Documents to establish cause, extent, and adjustment of loss as per policy terms will be required to be submitted. In General, the following documents are required:

- Claim form
- Fire Brigade Report / FIR
- Meteorological Report in case of Act of God Perils, Books of Accounts
- Stock Register
- Copy of Asset Register
- Repair / Replacement Estimate
- Repair / Reinstatement Bills
- Proof of Reinstatement
- CKYC documents PAN
- ROC certificate
- Aadhaar
- GST Registration Certificate
- Any other Document - There may be specific requirements depending upon the merits of each case.

**Claims Process:**

When the documentation is complete, claim shall be processed for payment as per the Policy terms and conditions. Claim payment shall be by online fund transfer.

**Turn Around Time for claims settlement:**

15 working days from the date of receipt of survey report or last document / clarification from the Insured / Surveyor whichever is later.

**1. Grievance Redressal Procedure:**

1. In case of any grievance the insured person may contact the company through  
Website: <https://www.royalsundaram.in/customer-service>  
Contact Numbers: 1860 258 0000, 1860 425 0000  
E-mail: [manager.care@royalsundaram.in](mailto:manager.care@royalsundaram.in)  
Sr. Citizen can email us at: [seniorcitizengrievances@royalsundaram.in](mailto:seniorcitizengrievances@royalsundaram.in)  
Fax: 044-7117 7140  
Courier: Grievance Redressal Unit  
Royal Sundaram General Insurance Co. Limited  
Vishranthi Melaram Towers,  
No.2/319, Rajiv Gandhi Salai (OMR) Karapakkam,  
Chennai – 600097.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance. If insured person is not satisfied with the redressal of grievance through one of

the above methods, insured person may contact the grievance officer  
Mr. T M Shyamsunder  
Grievance Redressal Officer,  
Royal Sundaram General Insurance Co. Limited,  
Vishranthi Melaram Towers, No.2/319, Rajiv Gandhi Salai (OMR),  
Karapakkam,  
Chennai – 600097.

For updated details of grievance officer, kindly refer the link <http://www.royalsundaram.in>.

If Insured Person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Grievance may also be lodged at IRDAI Integrated Grievance Management system <https://bimabharosa.irdai.gov.in>.

## 2. Consumer Affairs Department of IRDAI

- a. In case it is not resolved within 15 days or if You are unhappy with the resolution, You can approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI by calling Toll Free Number 155255 (or) 1800 4254 732 or sending an e-mail to [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in). You can also make use of IRDAI's online portal – Bima Bharosa Portal by registering Your complaint at <https://bimabharosa.irdai.gov.in/>
- b. You can send a letter to IRDAI with Your complaint on a Complaint Registration Form available by clicking [here](#). You must fill and send the Complaint Registration Form along with any documents by post or courier to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad- 500032.
- c. You can visit the portal <https://bimabharosa.irdai.gov.in/> for more details.

## 3. Insurance Ombudsman

If the **Insured / insured member** is not satisfied with the redressal of grievance through above methods, the **insured / insured member** may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. You can approach the Council for Insurance Ombudsman depending on the nature of grievance and financial implication, if any. Information about Insurance Ombudsmen, their jurisdiction and powers are available on the website of the Insurance Regulatory and Development Authority of India (IRDAI) at [www.irdai.gov.in](http://www.irdai.gov.in). For the updated list of the offices of the Insurance Ombudsman, request you to visit the website of the Council for Insurance Ombudsman at <https://www.cioins.co.in/ombudsman> or on our company website

at [www.royalsundaram.in](http://www.royalsundaram.in). You can also lodge online complaint with the Council for Insurance Ombudsman through the website of Council for Insurance Ombudsmen (CIO) at [www.cioins.co.in](http://www.cioins.co.in)

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#### **Section 41 in the Insurance Act, 1938**

##### **41. Prohibition of rebates**

(1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer: Provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

(2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

***Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail***